



Telematics in the Federal Fleet

January 29, 2015

2015 Federal Fleet Management Training
General Services Administration



Telematics in the Federal Fleet

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Speakers:

Lori Rectanus - Director, Physical Infrastructure Issues - GAO - Discuss GAO Report 14-443, specifically GAO's findings on telematics.

Tom Moriarty, Director of Fleet Acquisition, Fleet Remarketing and Solutions – GSA - Discuss the various types of telematics technologies and provide an update on GSA's vehicle monitoring contract efforts.

James Kerr - Branch Chief, Transportation Services – HHS - Discuss HHS's experience with telematics in their fleet.

Bill Griffith - Division Chief, Division of Fleet Management Services -Montgomery County, Maryland. Discuss Montgomery County's experience with telematics in their fleet.



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Telematics

The term “Telematics” refers to a technology that combines telecommunications and information processing to send, receive, and store information related to remote objects, such as vehicles. (Source GAO 14-443, Federal Vehicle Fleets)



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- GAO Report (GAO-14-443), May 2014 - Federal Vehicle Fleet: GSA has the Opportunities to Further Encourage Cost Savings, identified potential cost savings opportunities and potential challenges for Federal use of telematics

GAO's Recommendation to OGP

Request information from agencies on their experiences with telematics in their fleets, such as studies or estimates of cost savings achieved, and share this information with agencies through GSA's website or other methods.

- OGP will continue to:
- Seek out pertinent telematics information and will share this information through meetings, workshops and via our web site at gsa.gov/vehiclepolicy
- Communicate with agency fleet managers to learn about their telematics experiences
- Coordinate with GSA Fleet on telematics contracts, pilot projects and plans



Contact Information:

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Telematics Implementation: Opportunities and Challenges

Lori Rectanus

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Background

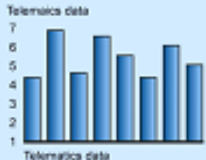



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- Remarks are based on the views of selected experts regarding the potential for telematics to facilitate fleet cost savings and the implications for GSA's leasing program
- GAO 14-443: GSA Has Opportunities to Further Encourage Cost Savings for Leased Vehicles



Potential Savings Opportunities

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Telematics data	Potential cost savings
Fleet utilization 	<p>Telematics can help determine precise utilization rates. Fleet managers can then eliminate underutilized vehicles, which reduces overall fleet costs.</p>
Fuel use 	<p>Telematics can monitor idling, speeding, rapid starts and sudden stops, all of which burn excess fuel. Fleet managers can use this information to provide drivers with feedback on their behavior.</p>
Vehicle misuse and abuse 	<p>Telematics can provide information on employee productivity, improper personal use of a vehicle, and the circumstances immediately preceding an accident. Fleet managers can use this information to provide feedback to employees and can be used to defend employees against fraudulent, third party accident accusations.</p>
Maintenance and repair 	<p>Telematics can provide information such as remaining brake pad depth and engine diagnostics. Fleet managers can use this information to reduce unnecessary preventive maintenance and improve the services performed.</p>

Source: GAO analysis of interviews.



Potential Challenges

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- Cost of the telematic technology
- Characteristics of the fleet
- Management factors, such as upper management support, organizational culture and fleet manager buy-in
- The information technology systems used to collect and disseminate data



What GSA Can Do

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- According to federal fleet managers, GSA can
 - Lower the price of telematics through negotiated volume discounts
 - Provide additional information on the telematics that are offered and the experiences of federal fleets in using those devices
 - GSA has provided agencies' telematic experiences of on its website



Telematics in the Federal Fleet

Tom Moriarty

Director of Acquisition, Remarketing, Fleet
Solutions

GSA Motor Vehicle Management

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GSA Motor Vehicle Management Value Proposition

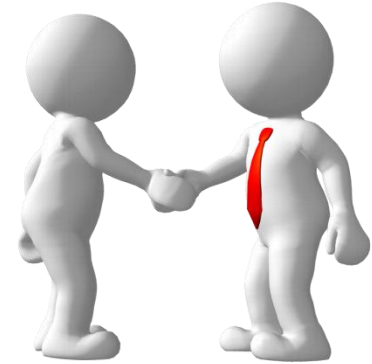
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Right Vehicle



Right Price



Great Service

*and the data required to effectively and efficiently
manage a fleet*



Vehicle Monitoring Technologies

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- GPS tracking
 - Monitor movement
 - Track mileage
 - Geofencing
 - Record quick starts, stops
 - Measure asset utilization
- Vehicle diagnostics
 - Help foresee and prevent vehicle failure
- Video monitoring
 - Monitor, record driver behavior
 - Monitor, record exterior conditions and events



GSA Fleet Vehicle Monitoring Program

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New products beginning March 2015

Categories offered:

- I. GPS tracking
- II. GPS tracking with vehicle diagnostics
- III. In-vehicle video monitoring
- IV. In-vehicle video monitoring with vehicle diagnostics



GSA Fleet Vehicle Monitoring Program





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New streamlined ordering process

- Prices pre-set - lowest schedule cost
- One vendor per product - no bidding time needed
- Order directly from vendor - short delivery period
- Unit is property of customer



Other GSA Inventory Management Programs

- **Dispatch Reservation Module:** coordinate use of your Fleet vehicles, track their usage  ***Right-size your fleet***
- **Fleet Drive Thru:** review miles driven by vehicle – assess utilization  ***Right-size your fleet***
- **CarSharing** technology on your GSA Fleet vehicles  ***Right-size your fleet***
- **CarSharing** using commercial vehicles through GSA contract  ***Right-size your fleet***



PSC Transportation Services Drive Cam Pilot

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Agenda

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- Telematics Overview
- HHS TS Fleet Leadership
- TS Fleet Telematics Goals



Impact of Telematics

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- **Fuel Savings** – Telematics used to identify excessive idling, speeding, hard braking
- **Fleet Reduction** – Telematics used to identify under-utilization (mileage, trips, days used)
- **Reduce Maintenance Cost**- Engine diagnostics ensures preventive maintenance is completed in a timely manner
- **Monitor and Track Compliance** – Telematics ensures policy compliance
- **Validates** - what we think we know vs. what is can be proven



Impact of Telematics Proven Results

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Assistant Secretary for Prepared Readiness (ASPR):

- **Results of 4 Month Study:**

- 100% Reduction in Traffic Violations
- 67% Reduction in Unfastened Seatbelts
- Reduction in maintenance cost

USMC-Pendleton

- **Results of 4 Month Study:**

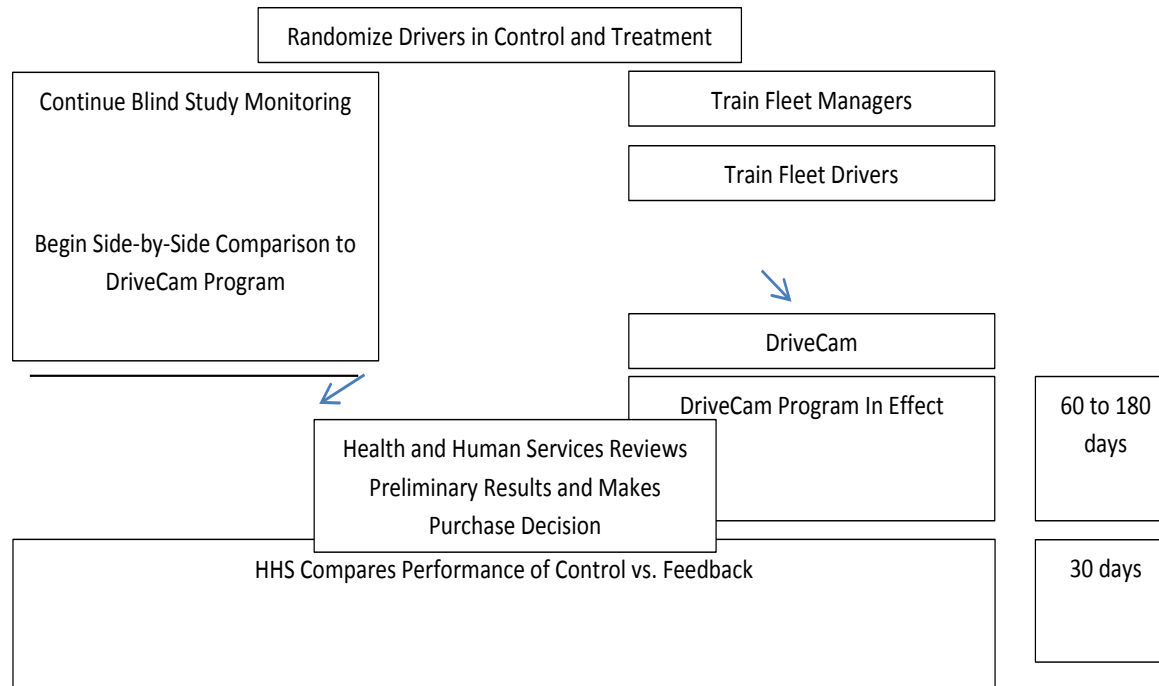
- Identified fuel optimization opportunities by detecting excessive idling
- Speeding percentage has *decreased 70%* - and speeding hours decreased 65%
- Validated vehicle utilization used to identify types of vehicles required to perform their Mission



Impact of Telematics Study

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- The study will employ scientifically sound practices so that results, will be shared with an analytical peer group within HHS, as well as validate recommendations regarding video monitoring technology in the HHS fleet community where it serves the mission effectively



Telematics in the County Fleet

One department, One mission:
Delivering Great Service

Bill Griffiths, Division Chief

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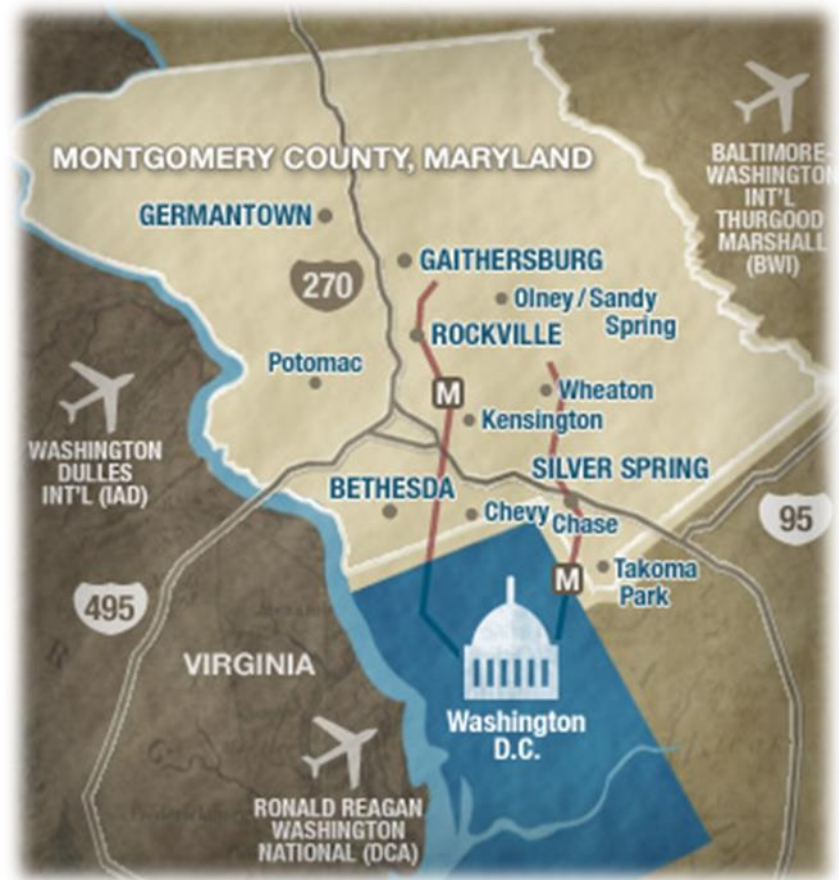


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- 500 Sq. Miles
- 1 Million + Residents
- Over 40 Departments
- 24/7/365 Operations
- 3,500 Fleet Vehicles
- 65 Million Miles Driven
- 6.2M Gallons of Fuel
- \$100M Budget







Real Fleet Management Challenges

“Take-home cars in Montgomery County are a taxing concern”

“NTSB Investigating Montgomery Fleet After Fires”

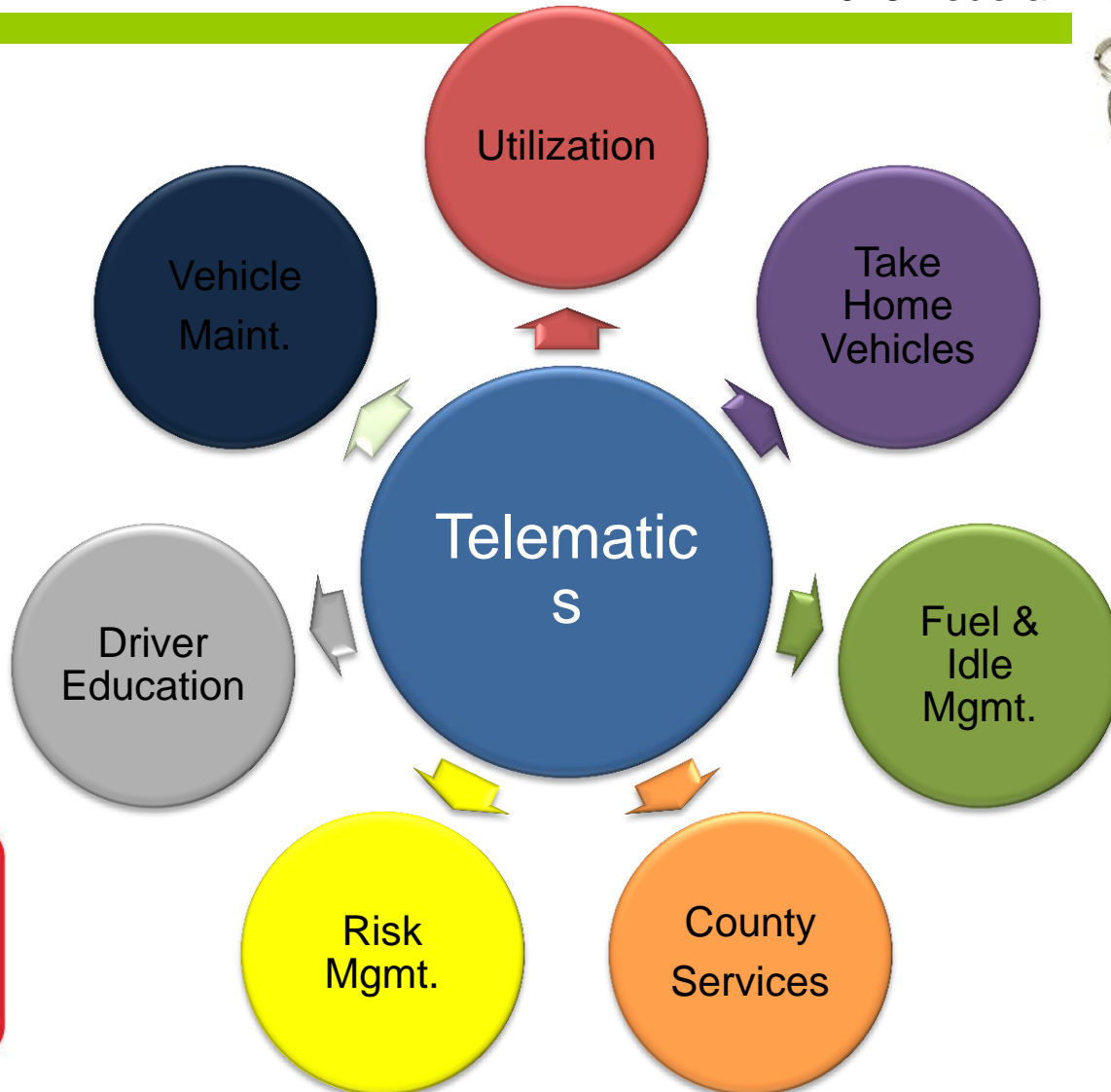
“Buses Idle Too Much, Pollute Neighborhood”

***“Montgomery County’s mismanagement of its fleet
has left officials scrambling”***





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Utilization Policy = Change

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County Policy

Utilization criteria is measured or expressed in vehicle mileage, hours in service, user to vehicle ratios, trips per vehicle, utilization (daily and monthly percentage) , or passengers carried. Once that standard has been created, a baseline will be created for future benchmarking; this will be considered the fleet profile.

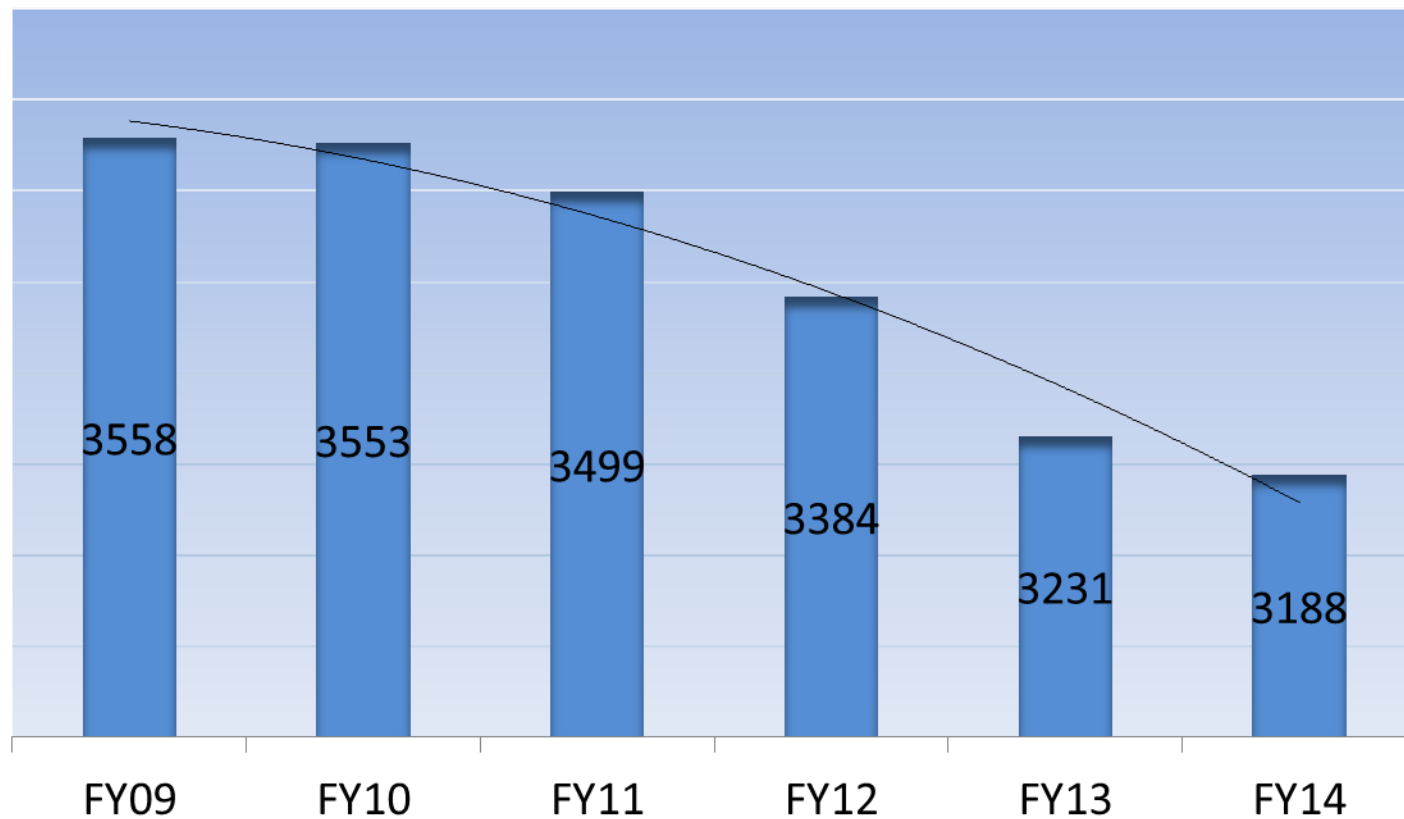
Using this widely accepted industry standard, DFMS will publish an annual report of utilization targets for each class of vehicle and equipment. Using this report, all County fleet vehicles and equipment will be reviewed for compliance.

Departments will be provided an annual report of all vehicles and equipment not meeting the standard. They will be given 30 days to review the report and to provide a justification as to why the vehicle/equipment is not meeting the standard and/or request an exception. All vehicles that are granted an exemption will have a telematics device installed and be monitored quarterly.

Vehicles that do not meet the standard will be reassigned / rotated within the department, County fleet, or sold.

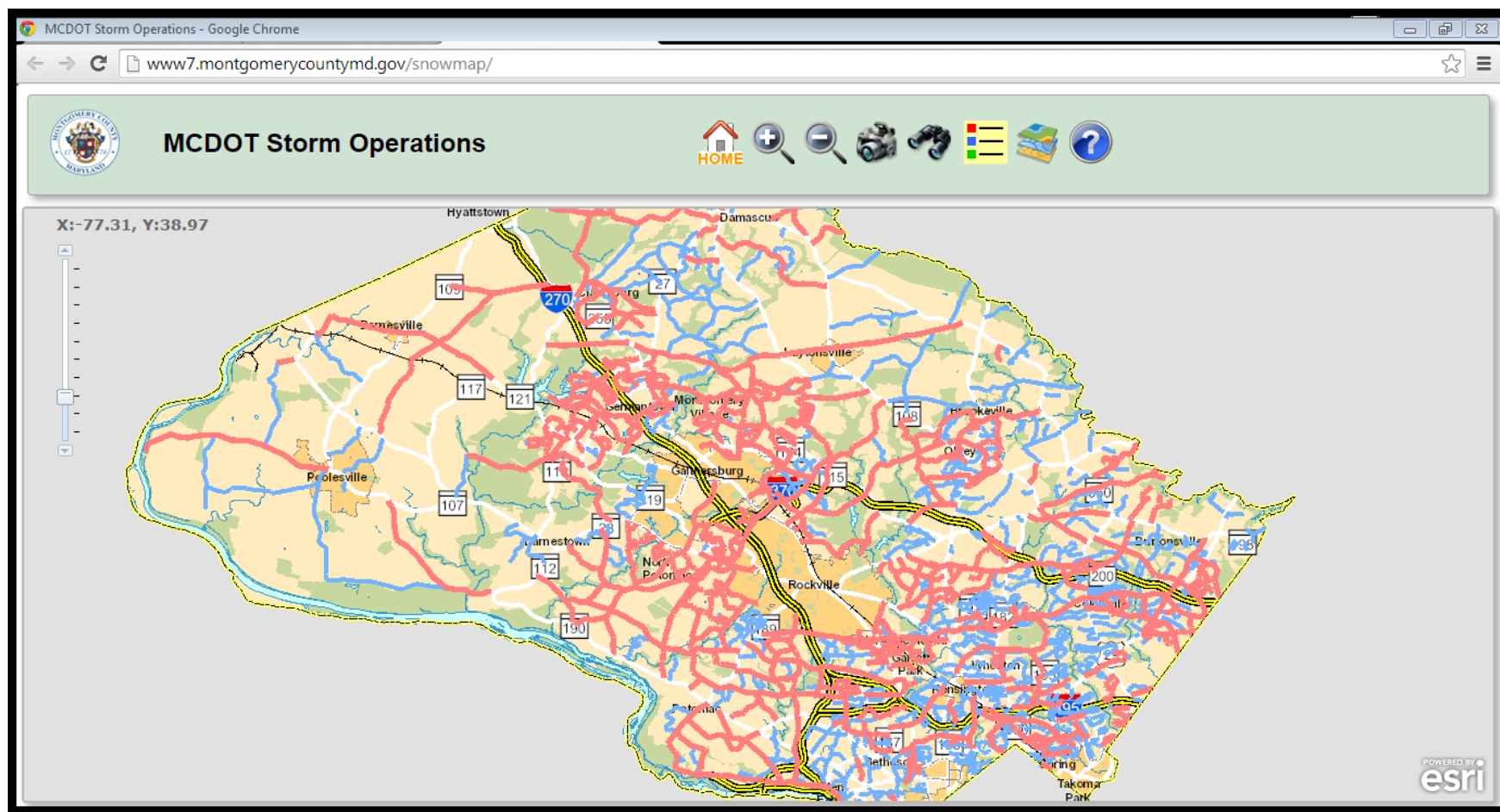


Montgomery County Fleet Size Trends





Improving County Services





Vehicle Health Monitoring

- Monitors Vehicle On-Board Systems
 - Engine
 - Transmission
 - HVAC
 - ADA
- Reduced Road Calls
- Improved Troubleshooting
- Reduced Service Interruptions





Measuring Success

- Budget Savings \$1.4M in FY14
- Reduced Fleet Size – 196 units
- Reduced Take Home Vehicles -53%
- Fuel Consumption Reduced – 4.9%
- PM Compliance Increased
- Maintenance Reliability Increased 88%
- Customer Service Rating Increased



Telematics – Items to Consider

- Identify - What your trying to achieve?
- Establish -Goals & Measures
- Policy – Do you have ability to enforce your goals
- Communication & Education
- Monitoring – Do you have time to Report
- Customer Involvement
- FMIS Integration
- Union Support